



### *Single Plan of Care Coordinator Role Description*

The primary purpose of the Single Plan of Care Coordinator is to ensure service integration for children and their families with multiple special needs. Their role is to:

- Facilitate an inter-agency team approach to the development and monitoring of a comprehensive integrated plan of care that is child and family centred
- Facilitate team development by understanding the network system: services, agencies and roles and making meaningful connections with and amongst team members
- Function as the 'guide' or resource to the Child and Family Team
  - Drive a common framework for building integrated goals thru facilitating the development of family visions
  - Lead providers to work as a team to support the family and the child's development; not just a reactionary team
  - Is accountable to the team to provide leadership and support around the use of the Single Plan of Care Process\*
  - Ensures team accountability to the integrated plan and challenges team members to look at their agency mandates and policies that may be barriers to the operations of the plan
  - Have wide system and resource knowledge to assist in navigation
  - Regularly updates the team on family's strengths, needs and concerns to support the operations of the integrated plan
- Function as the 'guide' or one contact person for the family
  - Guides the family in the process of developing vision statements
  - Provides service navigation – includes facilitating the referrals for identified services that the child and/or family wish to access
  - Provide general information about services, events, and educational workshops available
  - Encourage parent advocacy skills by providing information and support in the context of the Child and Family Team
  - Provides brief family support around respite and funding
  - Connects with families on a regular basis to understand their strengths, needs and concerns as it pertains to the integrated plan of care

The Single Plan of Care Process\* includes:

- Reading and/or contributing to the Child and Family Interview (CFI) information which functions as a Common Assessment Framework for the team
- Assisting parents in identifying their visions and prioritizing their goals
- Conducting an assessment of family strengths and needs as a follow up to the Child and Family Interview and providing an assessment summary which relate to the family's visions
- Navigates to and makes referrals for services/service providers that are not currently part of the Child and Family team

- Contacting the child's school and physician to explain the Single Plan Of Care process and discuss their involvement with the child's plan
- Providing information to team members who do not have access to the child's shared electronic record.
- Scheduling team meetings (including Single Plan of Care meetings) for the Child and Family team
- Leading the meetings for the Child and Family teams
- Assisting the team in developing integrated goals that reflect the family's visions
- Ensuring the Single Plan of Care is documented and monitored
- Documenting in the shared electronic-record for ongoing team and goal development for the child
- Providing families with printed copies of information from the shared electronic record

Recommended Skills/Experience for a Single Plan of Care Coordinator:

Strong:

- Assessment skills of a child and family's strengths and needs
- Interpersonal skills
- Communication skills – written and verbal
- Leadership skills
- Team facilitation skills
- Problem solving skills
- Computer skills
- Conflict resolution or negotiation skills
- Knowledge of the broader social service system for children and families

Experience with:

- Families of children with multiple special needs
- Working with team members from multiple sectors (particularly school board personnel)
- A variety of provider agencies in York Region
- Goal writing; ideally, integrated goals

Able to work:

- With a team
- With minimal supervision
- In an evolving/changing system of service delivery